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2 **Q. What is your name?**

3 A. Nancy Williamson.

4 **Q. Where do you live?**

5 A. Forty Love point neighborhood near Chapin, SC. My address is

6 228 Match Point Drive, Chapin, SC 29108

7 **Q. Are you a member of the Forty Love Point Homeowners**8 **Association?**

9 A. Yes. I am the Social Chair board member currently; however, I have been

10 a member of the HOA since 2006 and served as secretary for the

11 association for four years

12 **Q. As the secretary, did you receive correspondence from your**13 **neighbors about the condition of their water?**

14 A. Yes – and how! They complain to me several times per month (1-10) on

15 average, and when there are incidents with the water I have gotten 1-15

16 complaints per day. The most common complaints are: brown water, their

17 clothes being ruined in the washing machine. The water leaves black and

18 brown residue, grainy dark pieces of sand-like material, causing tubs to

19 have to be filled 2 and 3 times before water can be used to bathe in and

20 sometimes that still doesn't get the crud out of the water. Smelly water,

21 ruined bathroom fixtures. They can't wash the glass on the shower. I have

22 several neighbors that buy only bottled water, even for their pets. The

23 water discolors some resident's hair. All of these complaints are very

1 common and have been occurring since I moved to FLP in March of 2006.

2

3 There are frequent “boil water” alerts posted, ice has to be dumped and
4 water lines washed out. I’ve been home before and not left the
5 neighborhood and then had to find out from friends that there was a boil
6 water alert because I was not called/notified – the signs only work if you
7 can see them!

8 **Q, Do the neighbors send you photos?**

9 A. Yes, and I encourage them to save them and email them to me. I have
10 several photos on my computer.

11 **Q. Are all of these photos from your neighbors in Forty Love**
12 **Point?**

13 A. Yes. And I’ve gone to their houses to see the bad water. I have several
14 photos that look nearly identical. I have a photo that I took of the water
15 actually coming out of the facet – you can see the brown water! And, it
16 was in the “cold” water, which the water company used to try to tell us that
17 all of our hot water heaters were causing the problems – but our toilets do
18 not use hot water and they are intermittently filled with brown water, and
19 there is TERRIBLE staining in each toilet as well.

20

21

1 **Q. At one point did you arrange a meeting with Bob Gilroy, a**
2 **Utilities, Inc. employee, Sonya Johnson from DHEC, and**
3 **your neighbors?**

4 A. Yes. I think it was in 2006. We were having constant problems with brown
5 water. I have minutes from that meeting that I took. They addressed a
6 group of about 25 residents – all angry and wanting answers. Even the
7 DHEC representative said: “Yes it is brown and yes it is smelly and I
8 would not bathe in it or drink it, but it does fall in the guidelines of
9 allowable water.”

10

11 Nearly everyone in the neighborhood feels that DHEC is
12 covering for the water company. During random testing there are usually
13 several pumps not working – pressure is always low and water quality is
14 terrible – but it always seems to somehow pass DHEC’s testing. A few
15 neighbors had to replace water heaters frequently because of the sludgey
16 build up that has damaged and broken them.

17 **Q. Why did you arrange that meeting?**

18 A. We were having severe problems with brown smelly water. I was fed up
19 with it! Several of us had been complaining for years, individually, and
20 they claimed that they had no records of our complaints! I created a list of
21 names and addresses from the people that complained to me and told
22 them that as a COMMUNITY, we are complaining. They finally tested it
23 and said that it was some type of iron bacterial in the well causing the

1 problems, which immediately scared everyone. People were concerned
2 for their children suffering possible side affects, such as cancer, from the
3 water. Everyone was angry.

4 **Q. Did the meeting with Utilities, Inc. and DHEC resolve the**
5 **problem?**

6 A. DHEC informed us that we had iron bacteria in the water. They said it was
7 not a health concern, but nobody wants to drink brown water! Utilities, Inc.
8 flushed the water system over several days, and this alleviated the
9 problem for a while. But we still had episodes of brown water. I contacted
10 Bob Gilroy on several occasions for updates to see what they were going
11 to do to fix the problems. We all felt angry and vulnerable, because we
12 have no choice but to use CWS for water, so they were taking advantage
13 of us. Our neighborhood had basically been neglected for nearly 30 years
14 and we were using the same equipment tanks all those years. CWS
15 finally agreed to flush everyone's water from the mainline to their homes.
16 They created a schedule and I updated our community. There are a
17 handful of people that continue to have problems and unfortunately they
18 are located on both sides of me. I asked if it was because we had a
19 separate well – why are we getting such bad water and sludge – like it
20 drained down to us. They told me that we should have the same quality of
21 water as everyone else and that it all comes from the same line. Well,
22 then, to me that sounds like there is something wrong with the pipes on
23 our end, – but they insist that there isn't. My house and the two houses

1 on both sides of me seem to have the worst quality. We are located the
2 closest to the pumping station, but probably the lowest from the tanks.
3 They even re-epoxied the inside of the tanks during this time to try to help
4 resolve the issues. Honestly, I don't believe they know the cause, and I
5 certainly believe that they don't care.

6 **Q. Do you know if Bob Gilroy works for Utilities, Inc or if he**
7 **works for Carolina Water Service?**

8 A. Bob Gilroy's email address is RHgilroy@uiwater.com – so I believe that he
9 works for Utility Inc, but I'm not sure.

10 **Q. How is the quality of water at your house?**

11 A. It isn't as bad as it was, but it is still unacceptable. My tub in the master
12 bath always fills with brown water and has nasty brown and black granular
13 residue. If we are gone and come home, we have to run the water for
14 several minutes – and the first few showers are always smelly too. Our
15 clothes washer has to be cleaned out with bleach weekly to kill what I am
16 assuming is some type of bacteria that causes foul odors, AND it is very
17 annoying that my clothes are always dingy, and my whites are always
18 ruined after the first washing. I sometimes have brown streaking on my
19 clothing as well, that won't come out. Bleaching white fabrics don't help
20 either – I think that it just mixes with the iron and makes things more
21 yellow than gray. Our laundry is a big issue that seems to be minimized,
22 as well as the residents that complain about the water turning their hair
23 brassy and orange – that is no laughing matter and shouldn't be over

1 looked. Also, if the water isn't stinky smelling then it smells like chlorine –
2 they must have to use a huge amount of chemicals to make our water
3 smell like chlorine – which I prefer over sewage smell, but then I wonder
4 how harmful are the chemicals they are using to me? How will this affect
5 my children?

6
7 One resident is highly allergic to chlorine and she has extreme
8 difficulty bathing/showering and even washing her hair hands – she has
9 broken out in hives because of it (Joy Burke). About every 2 months, I
10 come home from work to find brown water in my toilets and in the washing
11 machine. It is very embarrassing when I have company over and they see
12 and smell it in the toilets, in addition to the staining that is there that I can't
13 get rid of. I grew up on well water that didn't smell this bad; so I'm not
14 being unreasonable – the difference is I didn't pay for well water and I
15 could use my water softener! I am paying for terrible quality water now,
16 and the Utility Inc workers told me that we shouldn't use a water softener
17 and even went under my house to turn it off.

18 **Q. Did you call Utilities, Inc to complain?**

19 A. Yes, I did, but we still had brown water for days. They always respond
20 quickly – I will give them that, but their fixes are always temporary and
21 only address the side effects of the water – they never fix the real
22 problem. They can run it/flush while they are there and magically it is all
23 better for a few days.

1 **Q. Do you remember the dates of any of these incidents?**

2 A. There are SOOO many of those incidents – and the Truesdales, Grigsbys,
3 Ares, Pattersons, (my closest neighbors on each side) continue to have
4 the same problems, so It is not just me and it is not my pipes.

5 **Q. What is the quality of your water now?**

6 A. We never drink the water, we use bottled water, and we have a water filter
7 for the house water and in our refrigerator. We just came back from a four
8 day trip last week, and my shower smelled horrible. I was actually afraid
9 to do laundry so I ran an empty load of bleach first to rinse out any water
10 that was left in the machine to rot or stain. The water creates a nasty
11 crud around all of our facets too, and I It has either a chlorine smell to it, or
12 it looks brown and gunky. The water ruins our bathroom fixtures and some
13 of our appliances. When I wash clothes, they come out stained and dingy.
14 When making the kids breakfast every morning and brushing our teeth, we
15 have to constantly remember to let the water run and run first.

16 **Q. Have you ever had your water tested for iron bacteria?**

17 A. I have not had outside testing done – I had DHEC test it. On one
18 occasion, my tub was so dark brown and disgusting I left it until DHEC
19 could come by and test it, and they conveniently didn't have any bottles
20 with them that day for testing. That was when I thought that DHEC was
21 covering for them, I mean, why would they come out and NOT test the
22 water, and NOT have a test bottle? The UI worker was there as well.

1 They immediately drained the tub, then they could see the residue. Sonya
2 from DHEC even ran her fingers through it after it drained.

3 **Q. Did DHEC show you the test results?**

4 A. I did have copies of the results, unfortunately I didn't understand the
5 chemical interpretation. They assured me that it passed and met the
6 minimum requirements.

7 **Q. Do you think that iron bacteria is still present in your**
8 **drinking water?**

9 A. I think it is occasionally as can smell it. I don't think that the dark brown
10 granuals/residue is iron bacteria – I think that it is a type of metal or
11 mineral. I also feel that it will always be present in the wells that we have
12 – as it is naturally occurring. They need to bring us in clean water – I don't
13 think that our wells will ever be able to provide quality water as there are
14 too many houses on the system. I feel like they are ignoring the issues
15 and trying to deal with the effects – we need a better source of water. I
16 pay over \$100 a month for water – water that I can't drink and stains my
17 clothes, and discolors my hair. Water that has ruined my faucets and
18 fixtures.

19 **Q. Why do you say that?**

20 A. I can smell it – and they out right said, it is naturally occurring in layers in
21 our wells and it is just something we have to deal with from time to time.

22 **Q. Do you pay for bottled water?**

1 A. Yes, we buy bottled water and we have a water cooler and we frequently
2 change our refrigerator water filter which is pricey – but I have a nasty
3 residue on the filter tray on my fridge – so I know that even that water has
4 stuff in it.

5 **Q. How much extra do you spend a month on bottled water?**

6 A. We spend about \$20+ dollars per month, besides what we pay Utilities,
7 Inc.

8 **Q. Do you pay for water filters or water softeners?**

9 A. Yes, we have an electronic filter for the house, and one for the refrigerator.
10 We have a water softener that was expensive, a few thousand dollars I
11 believe, but UI insisted that we turn it off and they blamed that for the
12 problems – which are still occurring.

13 **Q. How much do you pay for water filters every month?**

14 A. Honestly I am not sure – the actual cost of the filters is one thing, and
15 then the electronic filtration system that filters for the entire house uses
16 energy and adds to my monthly electric bill.

17

18 **Q. How many people live in your house?**

19 A. Five. Two adults and three children, and one dog. We had a 55 gallon
20 saltwater tank as well, but we had a difficult time with the water here, it was killing
21 our fish, so we decided to dismantle it. We had thousands of dollars invested in
22 that.

23

1 **Q. Do you water your lawn?**

2 A. Yes we water our lawn, and we have a pool that we have to fill.

3

4 **Q. How much do you spend on average for water from Utilities,**
5 **Inc per month?**

6 A. In the winter months the bill is around 80 on average, but most of the year
7 it is around \$120 or more, depending on how much water evaporates from
8 our pool.

9 **Q. When you call Carolina Water Service to complain, who**
10 **answers the phone?**

11 A. I have actually quit calling CWS. When I have issues I call Bob Gilroy and
12 annoy him on his cell phone – or text him. They come out right away –
13 and I always encourage my neighbors to call him.

14

15 **Q. Do you have any photos of the water at your house?**

16 A. {exhibits –

17 **Q. Do you think that Utilities, Inc is entitled to a rate increase**
18 **for household water?**

19 A. Absolutely not! I think it is criminal that they already charge us so much!
20 It infuriates me that they ignored our neighborhood for 30 years, finally did
21 some routine management which still didn't fix all the problems, and now
22 they want a rate increase! Unbelievable! Everyone is up in arms over it.
23 It is very frustrating paying for this utility and being so unsatisfied - we

1 simply don't have a choice in the matter. If we did, then the water
2 companies would be competitive and provide better quality and service –
3 they would actually have to treat us like REAL customers.

4 **Q. Do you think that the quality of the water at your house**
5 **affects the value of your home?**

6 A. ABSOLUTELY!! I have had neighbors trying to sell their homes ask me to
7 remove any negative remarks about our water on our website for fear it
8 devalued their home I'm also the web master for the neighborhood
9 website – so I did make it a member only tab, but it certainly affects the
10 value. I'd have to replace my faucets and toilets if I wanted to sell my
11 home – but then not being honest about it would be immoral. I've warned
12 friends that moved in about the water, because I wouldn't wish it on anyone!

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